PROPOSAL EVALUATION WORKSHEET (INDIVIDUAL)

EVALUATION FACTOR: INFORMATION TECHNOLOGY SERVICES PLAN (RATED)

PROPOSER: _Keolis_____

DATE: ____09/05/13_____

OVERALL RATING: _Good_____

NARRATIVE SUMMARY: _____ Keolis demonstrated a willingness to work with the MBTA collaboratively. Keolis had a well defined plan and seemed to understand the staff that would be required to deliver the items that they proposed in their responses. The entire section overall exceeded the requirements that were set forth in the RFP.

Objective:

The following are the objectives for the Information Technology Service Plan evaluation factor:

1) To identify Proposers that demonstrate ability to operate a professional information technology (IT) organization that follows and complies with industry best practices, uses metrics to monitor and improve performance, and successfully operates, maintains, and upgrades the full suite of IT systems and elements needed for delivery of the Commuter Rail Operating Agreement services and the Commuter Rail IT Environment;

2) To identify Proposers with experience complying with standards and best practices including PCI-DSS (Payment Card Industry-Data Security Standard);

3) To identify Proposers with a proven approach to sharing data and system access with customer/agency management in a timely fashion to support contract oversight and planning functions; and

4) To identify Proposers with a high level of ability (i) assessing and managing risks within a complex IT organization involving legacy components and new technology, and (ii) finding creative solutions to ensure efficient and uninterrupted operations.

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Evaluation Criteria:

The Proposer has demonstrated the ability to develop, implement, operate, maintain and upgrade an IT organization and related systems and elements, all in compliance with industry best practices. The Proposer has demonstrated its experience in complying with various best practices including, but not limited to, PCI-DSS. Furthermore, the Proposer has demonstrated reliable approaches to ensuring full data and system access with agency management to ensure proper oversight and monitoring, as well as the ability to ensure efficient and interrupted operations consisting of both legacy systems and new technology.

Instructions:

Evaluators must rate each requirement outlined in the table below as one of the following: (i) Exceptional; (ii) Good; (iii) Acceptable; (iv) Potential to Become Acceptable; or (v) Unacceptable. Please note the following explanations when rating each requirement:

1) A rating of Exceptional is appropriate when the Proposer has demonstrated an approach that is considered to significantly exceed stated criteria in a way that is beneficial to the MBTA. This rating indicates a consistently outstanding level of quality, with very little or no risk that this Proposer would fail to meet the requirements of the solicitation. There are no weaknesses.

2) A rating of Good is appropriate when the Proposer has demonstrated an approach that is considered to exceed stated criteria. This rating indicates a generally better than acceptable quality, with little risk that this Proposer would fail to meet the requirements of the solicitation. Weaknesses, if any, are very minor. Correction of the weaknesses would not be necessary before the Proposal would be considered further.

3) A rating of Acceptable is appropriate if the Proposer has demonstrated an approach that is considered to meet the stated criteria. This rating indicates an acceptable level of quality. The Proposal demonstrates a reasonable probability of success. Weaknesses exist but can be readily corrected through requests for Clarification or Communications.

4) A rating of Potential to Become Acceptable is appropriate if the Proposer has demonstrated an approach that fails to meet stated criteria as there are weaknesses, but they are susceptible to correction through Discussions. The response is

considered marginal in terms of the basic content and/or amount of information provided for evaluation, but overall the Proposer is capable of providing an acceptable or better Proposal.

5) A rating of Unacceptable is appropriate if the Proposer has demonstrated an approach that indicates significant weaknesses and/or unacceptable quality. The Proposal fails to meet the stated criteria and/or lacks essential information and is conflicting and/or unproductive. There is no reasonable likelihood of success; weaknesses are so major and/or extensive that a major revision to the Proposal would be necessary.

Ratings for each requirement must be recorded in the associated Rating column, and a detailed explanation of why a particular rating was given to a requirement must be recorded in the associated Comments/Justification for Rating column. The Appendix B Section column identifies relevant sections of Appendix B (Operations and Management Proposal Instructions) to the Instructions to Proposers.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
1.	B10.2(A)	The Proposer shall provide an Information Technology Services Plan that describes in detail the Proposer's approach to providing the IT services described in the Contract including, but not limited to, Schedule 3.16 (Information Technology Requirements) of the Commuter Rail Operating Agreement. Elements of that Plan shall include, but not be limited to, proposed approaches to the following: 1. Delivering application and data interfaces; 2. Maintaining source code escrow; 3. Sustaining and/or transitioning the existing IT environment during mobilization; 4. Replacing and upgrading IT systems to keep the same in a state of good repair; 5. Tracking and escalating issues; 6. Understanding and utilizing new technologies such as RFID (radio frequency identification);		1. The bidder stated that they will deliver applications and data interfaces. 2. The bidder provided detailed explanation for maintaining source code escrow. Very detailed listing of what will be included in the source code. Explained how the source code will be maintained. 3. The bidder went into great detail to explain how the existing IT environment will be transitioned to new systems. New systems will run parallel with the older systems until they can be phased out. The bidder has a comprehensive plan & mobilization team prepared for the execution of the contract if awarded to them. 4. The bidder needs to determine the state of the Commuter Rail IT environment. The bidder needs to develop the IT Tactical Plan. 5. The bidder demonstrated a clear plan for tracking and escalating issues. The Issue Tracking Portal proposed addressed the requirements in the RFP. 6. The bidder proposed new technologies IVR, ITP, Digital Repository, RFID, Maintenance Management System & GIS software enhancements. The bidder understood the RFID requirement and discussed how it will be integrated with the Maintenance Management System & Issue Tracking Portal. 7. The bidder had a clear understanding of the requirements for documenting the IT environment. 8. The bidder demonstrated how the IT Department will be managed. The bidder defined the staff that would be needed and the roles that each would have in the Dept.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		7. Documenting the IT environment; 8. Managing an IT organization and staff; 9. Conducting regular reviews and meetings with the MBTA; 10. Complying with MBTA and other applicable standards; 11. Applying sound change management, project management, and configuration management practices; 12. Operating an IT service center and responding to and repairing reported problems; 13. Performing root cause analyses; 14. Developing and implementing IT asset lifecycle plans; 15. Implementing a quality assurance program; 16. Performing monitoring and reporting		The reader would like to have seen more focus on appendix 3 to schedule 3.16 for the CIO position. 9. The bidder demonstrated a clear understanding of the communication & meetings that will occur with the MBTA. The bidder provided a clear plan to facilitate the support & ongoing IT planning projects & operations of the IT environment, IT Steering Committee, Change Control Board and the IPR. 10. The bidder mentioned PCI-DSS requirements which are very important but did not reference any MBTA policies in appendix 5 to schedule 3.16. 11. The bidder discussed how they will manage projects & changes to the IT environment. They did not discuss appendix 7 to schedule 3.16. The reader would like to have seen planning, identification, control, monitoring & verification outlined. The bidder did discuss some items but not all. The bidder did not discuss the Change Management Plan. 12. The bidder did not address enough of the components in appendix 8 to schedule 3.16. The bidder did not even mention measurement of the matrixes enough. The bidder did acknowledge that they will respond in accordance with the guidelines specified in the SLA. 13. The bidder discussed the steps needed to perform root cause analyses. They did not mention the Mitigation Plan and did not discuss the notification deadlines as outlined in the RFP. 14. The bidder discussed the development & implementation of Asset Lifecycle Plans at a high level.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		of performance of IT functions and complying with service level agreements; 17. Providing appropriate and timely access to MBTA to Operator IT staff and systems; and 18. Negotiating and managing contracts with IT suppliers responsibly and by seeking the best value at all times.		The bidder also mentioned that they would use break even or ROI analyses but was light on the details in this section. 15. The bidder did not acknowledge that they must establish a Quality Control Plan. The reader would like to have seen the items in the RFP 8.25 Quality Assurance section discussed. The response seemed generic and not tailored to the RFP. 16. The bidder demonstrated the understanding of monitoring & reporting the performance of the IT functions & compliance of the SLA's. The bidder will use performance metrics & KPI's to ensure that the results match the expectations. 17. The bidder will give the MBTA access to the Commuter Rail IT environment. 18. The bidder responded to the questions but did not mention the use of DBE's, the bid process or FTA requirements.
2.	B10.2(B)	The Proposer shall: (i) identify those portions of the information that it provided in response to B9.2(A)(1) – (18) of Appendix B that it considers to be innovative, best practice, beneficial to MBTA Customers and/or cost efficient, and (ii) submit information		The information was provided in a chart format without any narrative. The bidder use certified PMI's and committed to ISO 9001 certification within two years. The bidder gave examples of innovative and best practices that will be used for the CR IT environment.

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Requirement No.	Appendix B Section	Requirement	Rating	Comments/Justification for Rating
		supporting or otherwise validating its position that said portions are innovative, best practice, beneficial to MBTA Customers and/or cost efficient.		

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Mariaina Lannin 10/31/13